Customer Name
Address
Address
Address

5/9/96

Dear Valued Customer,

R. J. Reynolds Tobacco Company continually strives to offer the best service possible to our direct accounts. In order to increase our service level to you and to reduce processing errors in the Returned Goods area we would like to bring the items marked below to your attention:

Return Authorization Number _____ ***Shipped*** _____

Customer account number omitted

Customer number incorrect, your correct number is: _____

Customer address omitted or incorrect

Original **(White Copy)** of Form 8410 not received

Form 8410 not signed by RJRT Representative

Tax information missing or incomplete

Multiple forms for one shipment received. If you have more tax jurisdictions than space allows on the form, attach a separate piece of paper to the form for the additional tax jurisdictions.

Bill of Lading information omitted or incomplete

Packs taped together. Do not tape packs or cartons together or use any filler material in return cases such as styrofoam, plastic, paper, adhesive tapes, etc.

Return contained _____ % of saleable (in-date) product. Future returns containing saleable product may be subject to non-reimbursement for that product deemed saleable.

For questions regarding Returned Goods Processing please contact the Returned Goods Department at 1-800-992-3284.

Thank you for your support in the marketing of our products.

cc: Direct Account Managers

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